

AGENDA: September 16, 2003

4.2

CATEGORY: Consent

DEPT.: Community Development

TITLE: Appointment of Volunteer Mediators

RECOMMENDATION

Appoint 12 volunteer mediators to a two-year term ending October 1, 2005.

FISCAL IMPACT—None.

BACKGROUND AND ANALYSIS

The Mountain View mediation program utilizes trained volunteer mediators to mediate tenant/landlord, neighborhood, consumer, workplace and person-to-person disputes. Mediators help resolve conflicts between individuals or groups by facilitating communication between the parties. Mediators do not judge who is right or wrong or force a decision or solution on either party. The mediator's role is to help the parties involved in a dispute to communicate with each other and find a resolution acceptable to all parties involved.

In order to be eligible to serve as a volunteer mediator, an individual must be either a resident of Mountain View, own property in Mountain View or work in the City. Applicants must complete a written application explaining their interest in the program and their qualifications to be a mediator. A panel of existing mediators and the program coordinator interview the applicants. Those applicants who are selected to participate in the program must then successfully complete a five-day training course at Foothill College in mediation and communication techniques before being eligible for appointment to the program by the City Council.

Eight individuals have successfully completed the required five-day mediation course and are being recommended for appointment to the program. In addition, four existing mediators are requesting reappointment to the program and are being recommended as they have been active participants in the program and their experience will be important to help the new mediators develop their skills. The volunteer mediators recommended for appointment are shown on Attachment 1. With the recommended appointments, the program will have a total of 24 volunteer mediators, which is an adequate number to handle the mediation caseload.

AGENDA: September 16, 2003

PAGE: 2

The volunteer mediators are appointed to two-year terms, with a portion of the group being newly selected and appointed each year. This staggered term appointment ensures that there is always a core of experienced mediators to help the new mediators and provide continuity to the program from year to year.

Display ads were placed in the *Mountain View Voice*, announcing the recruitment of volunteer mediators. In addition, an announcement was placed in *The View*, flyers were distributed and posted at a variety of community facilities and a notice was sent to students who had completed the Foothill mediation course in the last year.

PUBLIC NOTICING—Agenda posting.

Prepared by:

Adriana Garefalos
Senior Planner

Approved by:

Linda Lauzze
Administrative and Neighborhood
Services Manager

Elaine Costello
Community Development Director

Kevin C. Duggan
City Manager

AG/9/CAM
850-09-16-03M-E^

Attachment: 1. List of Recommended Mediator Appointments